



Redefining the Roadmap for Your Logistics Business with Seamless Logistics Management Software

Understanding the Evolution, Challenges
and Solutions for Streamlined Logistics
Across Industries

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Evolution of Logistics



Introduction

Logistics, the art and science of managing the flow of goods, services, and information, has a rich history dating back to ancient times. Throughout the ages, the evolution of logistics has been influenced by technological advancements, global trade, and the increasing complexity of supply chains.

As civilizations grew, trade routes emerged, and the efficient transportation of goods became essential to economic prosperity. The Silk Road, for instance, stands as a testament to the early sophistication of logistics as it facilitated trade between Europe, Asia, and Africa.

The Pre-Pandemic era saw logistics as a luxury. The need for visibility, real-time communication, faster and more efficient delivery, order customization, order transparency, order returns were all secondary. However, the post-pandemic era saw all these luxury become a necessity. Organizations that offered these improved their brand reputation and customer base.

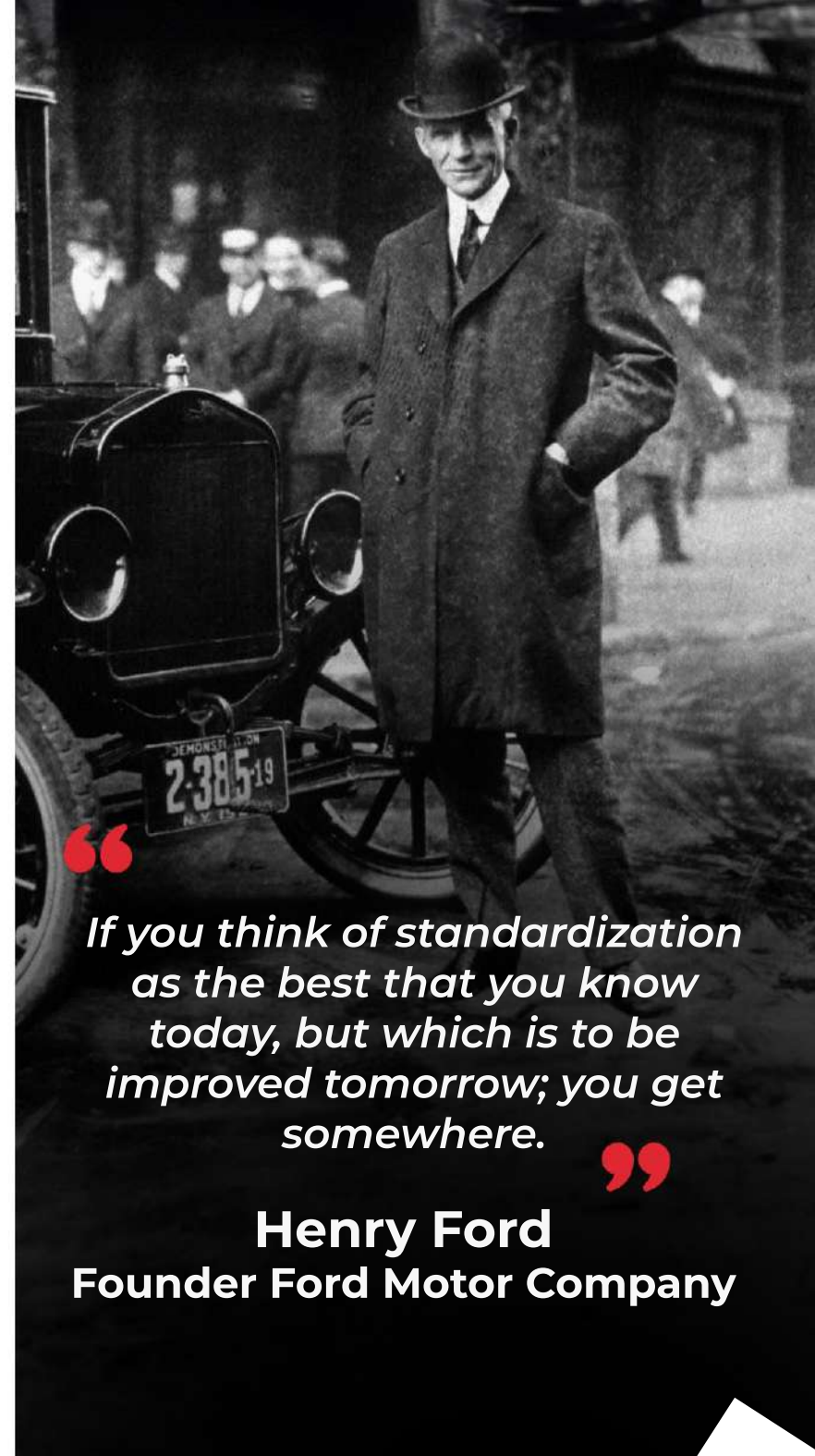


Logistics in Today's Era

Today's logistics systems rely heavily on sophisticated software and real-time data analytics to manage inventory, track shipments, and predict demand patterns accurately. The integration of automation, robotics, and artificial intelligence has further improved efficiency, reducing errors and expediting the movement of goods.

Rising consumer expectations for faster deliveries and seamless experiences is pushing organizations to invest in modern logistics solutions. Last-mile delivery, in particular, is a crucial area where logistics can make or break customer satisfaction.

Investing in a suitable logistics management software not only enhances customer experience but also drives cost saving. Streamlined supply chains reduce inventory carrying costs, minimize transportation expenses, and optimize warehouse utilization. These cost efficiencies contribute to increase in return on investment (ROI).



“If you think of standardization as the best that you know today, but which is to be improved tomorrow; you get somewhere.”

Henry Ford
Founder Ford Motor Company

Chapter 2

Need of Prioritizing Logistics with the Power of Technology in Today's Date



“ Let’s go invent tomorrow instead of worrying about what happened yesterday. ”

Steve Jobs - Co-Founder Apple

The logistics and supply chain industry is confronting multiple challenges, which brings new challenges and opportunities. There are multiple technology solutions, new players in the market and new customer expectations. The logistics industry is set to meet these challenges, some evolutionary while other revolutionary. In this eBook, we discuss the current challenges, solutions and how return on investment can be improved.

The global logistics market size was accounted for **\$7.98 trillion in 2022 and expected to reach \$18.23 trillion by 2030** states a study from **Precedence Research**.

**1.97 trillion in 2022
and expected
CAGR is 11%**

**1.74 trillion in
2022 and
expected
CAGR is 10.2%**

**3.48 trillion in 2022
and expected
CAGR is 11.9%**

The next three to five year period would be seeing an increase in adaptation of digital technologies that would help improve human decision making. Relying on legacy systems will cause significant disruption in today's fast-paced and data-driven business environment. Here are some classic problems that organizations face for not relying on technology.



**Poor Warehouse
and Inventory
Management**



**Manual Route
Planning and
Optimization**



**Lack of
Real-Time
Tracking**



**No Visibility on
Operations**



**Unable to Meet
Customer
Expectations**

Some Of The Top Predictions From Gartner On The Future Of Supply Chain Technology States:

75% of large enterprises would adapt to intralogistics smart robots in their warehouse operations by 2026.

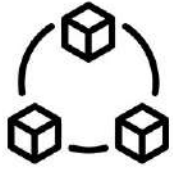
The use of robots would help reduce human efforts. It also offers faster implementation than traditional automation like conveyor sortation or automated guided vehicles.



Close to 80% of commercial supply chain vendors will have integrated with Artificial Intelligence (AI), Advanced Analytics (AA) and Data Science.

The use of AI and AA will help make enterprises make data-driven decision to enhance supply chain and logistics operations.





25%

of supply chain execution vendors would transfer to microservices architecture by 2026, however, **only 5% will be able to adapt completely.**

As the complexity of logistics and supply chain volatility increases, the technology must also become agile. The use of microservices-based and composable application architectures is the future of the industry.



80%

By 2026, 80% of companies might suffer losses due to failure to merge digital supply chain twin and control tower initiatives.

Companies should fast enable end-to-end decision making recreating their digital twin and merging with the control tower to make key decisions and have a positive impact on their operations.

By embracing advanced technologies such as real-time tracking, predictive analytics, artificial intelligence, and Internet of Things (IoT), businesses can gain valuable insights into their supply chain and enhance customer experience.

Chapter 3

Industries Running on Logistics



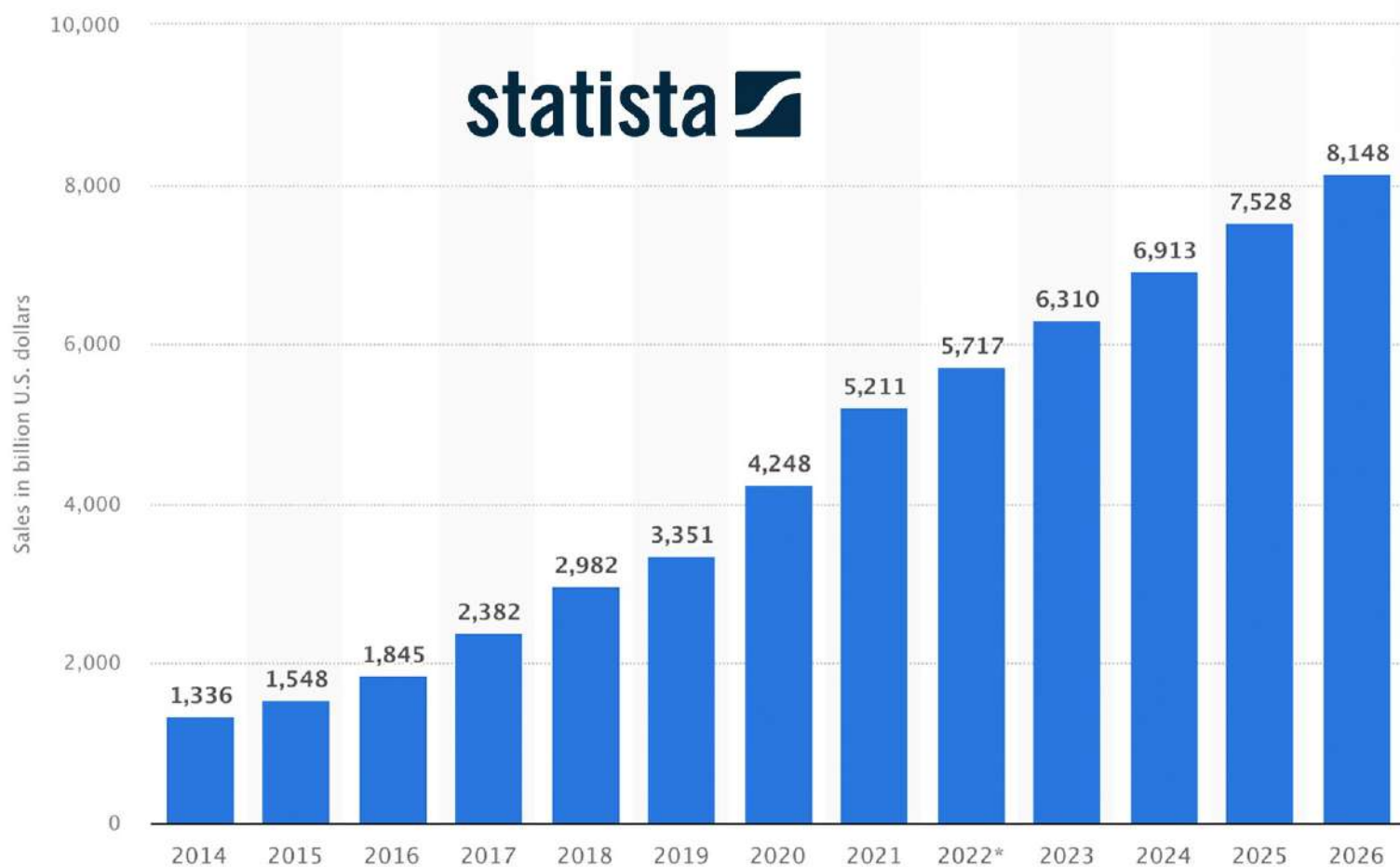
There are multiple distinct industry models that rely on logistics to ensure maximum customer satisfaction. In this eBook, our main focus lies on the following-



1. Retail and eCommerce

With the explosive growth of online shopping, the retail and eCommerce sectors heavily rely on logistics to deliver products to customers' doorsteps. Timely and accurate deliveries have become critical for maintaining customer loyalty and meeting ever-increasing consumer expectations.

Retail e-commerce sales worldwide from 2014 to 2026
(in billion U.S. dollars)



“ Like most retailers, we don’t know exactly where we will land at the end of it but our curiosity and willingness to create will be a guide for us. ”

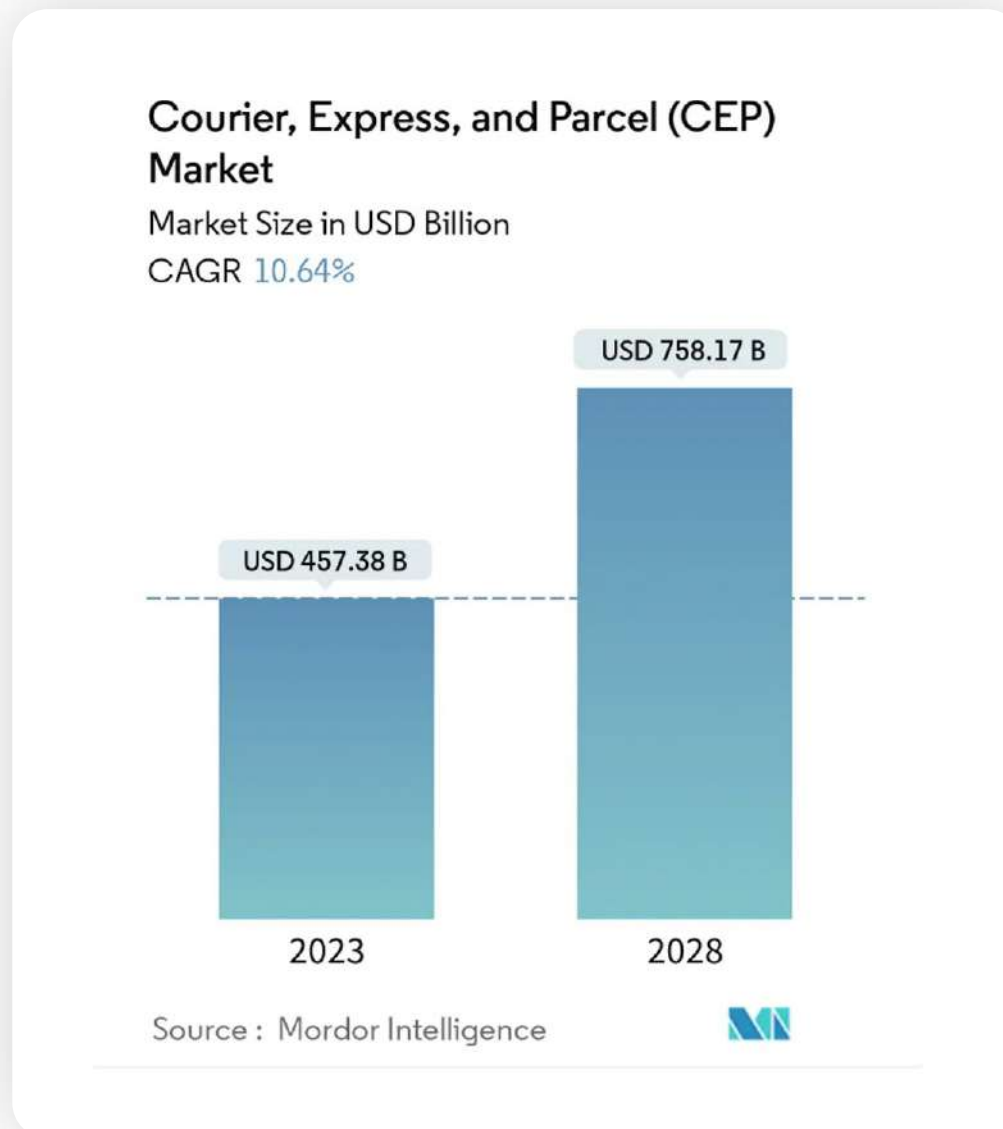
Jesper Brodin, CEO, Ikea





2. Courier Express and Parcel

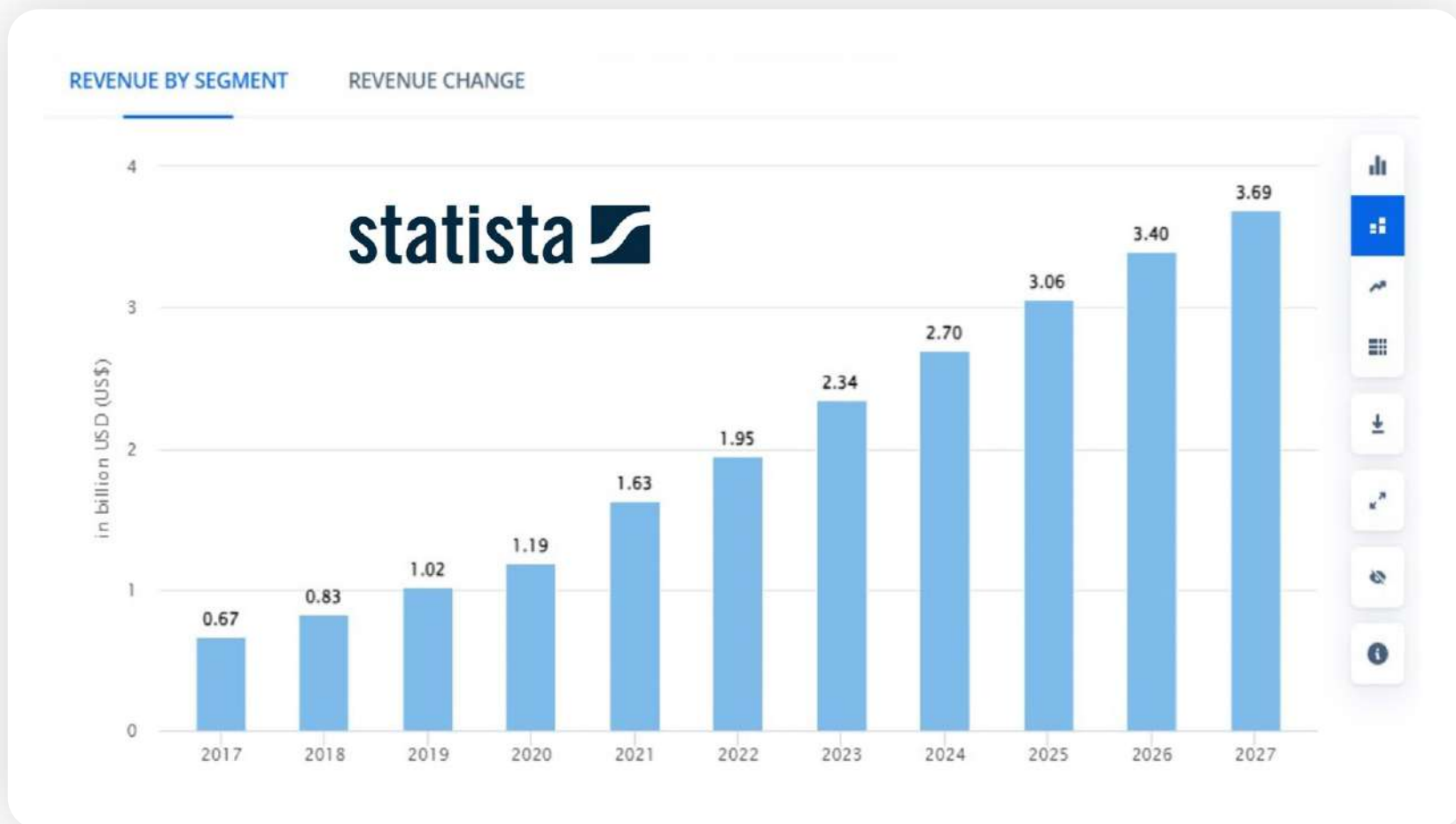
The CEP industry dealing in packages and parcels plays a critical role in bridging the gap between sellers and buyers, businesses and consumers. As focus on time-sensitive deliveries and advanced technologies rises, the CEP sector continues to reshape the logistics landscape, meeting the ever-increasing demands for seamless transportation of goods worldwide.





3. Food and Beverage

Timely and temperature-controlled logistics are critical for the food and beverage industry. Maintaining freshness and minimizing waste are essential for meeting food safety standards and ensuring customer satisfaction.

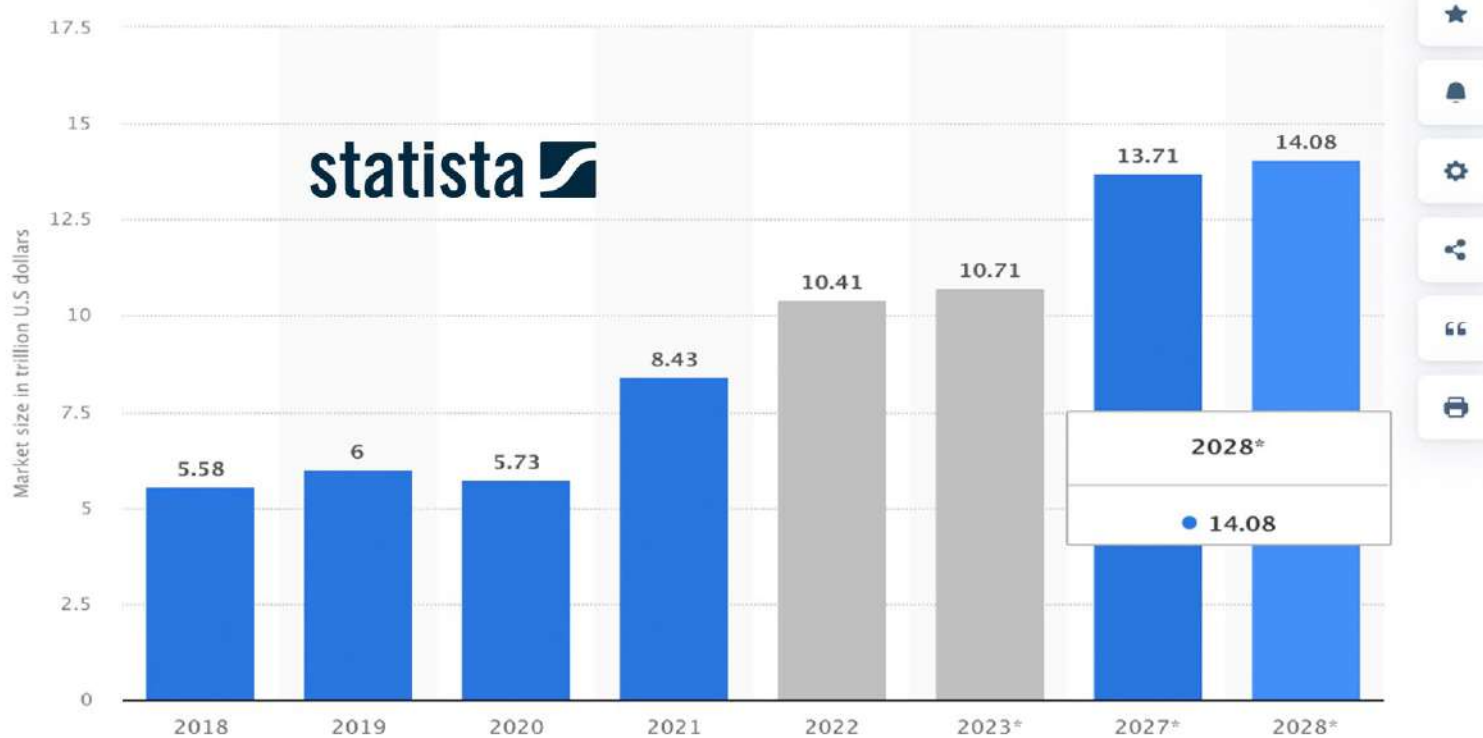




4. Transportation and Logistics

The Transportation and Logistics industry forms the backbone of global trade and commerce, facilitating the efficient movement of goods, raw materials, and people across the world. With technological advancements and a focus on sustainability, the transportation and logistics industry continues to evolve, shaping the global economy and connecting businesses and consumers alike.

Size of the global logistics industry from 2018 to 2022, with forecasts until 2028
(in trillion U.S dollars)



MAERSK



FedEx®



SCHENKER

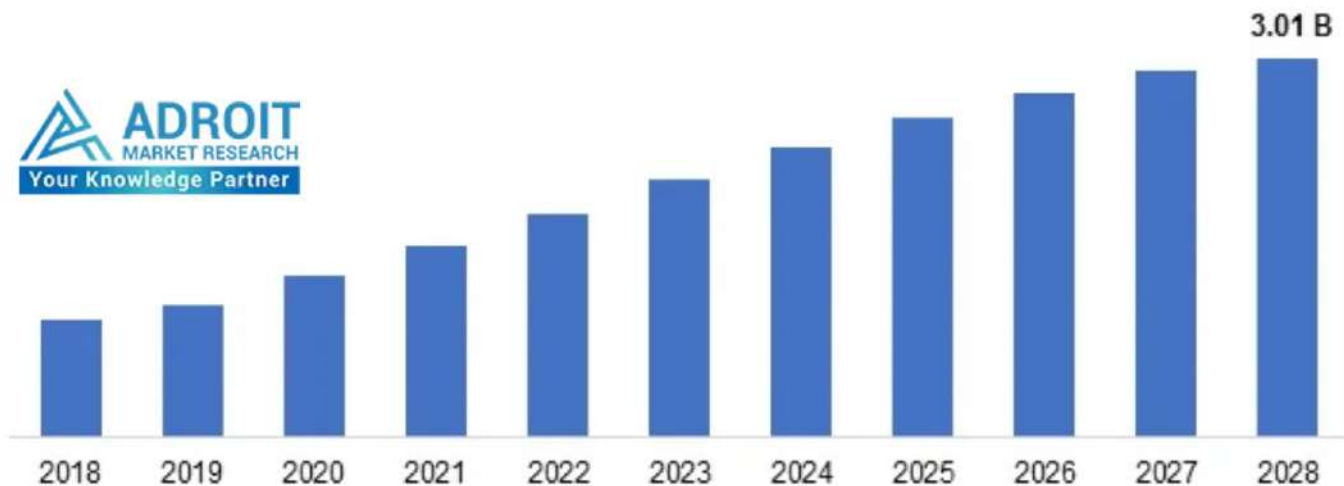
DSV



5. Consumer Packaged Goods

The Consumer Packaged Goods (CPG) industry relies heavily on logistics to ensure the efficient production, distribution, and delivery of everyday essentials to consumers. With a constant focus on scalability, time-sensitive deliveries, and streamlined operations, logistics is the backbone of the CPG industry, allowing companies to deliver products to shelves and doorsteps around the world.

Glo9bal Consumer Packaged Goods (CPG) Market 2018 - 2028
(in billion U.S. dollars)



L'ORÉAL



Kraft Heinz

Disruptions in Logistics Operations That Transformed The Industry Forever



Logistics for various industries need to adapt and be flexible to different constraints and demands imposed on it.

Logistics = Material management + Distribution

An extension to this idea helps to illustrate that the supply chain covers an even broader scope of the business area. This includes the supply of raw materials and components as well as the delivery of products to the final customer. Thus:

Supply Chain = Suppliers + Logistics + Customers

For most organizations it is possible to draw up a familiar list of key areas representing the major components of distribution and logistics. These will include transport, warehousing, inventory, packaging and information

Factors Causing Disruption in Logistics



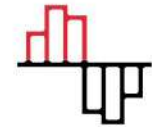
**Transportation
Delays**



**Cybersecurity
Threats**



**Equipment
Failure**



**Demand
Fluctuations**



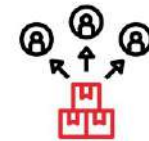
**Supply Chain
Disruptions**



**Quality Control
Issues**



**Regulatory
Changes**



**Vendor and
Supplier Issues**



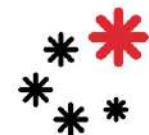
**Geopolitical
Tensions**



**Economic
Downturns**



**Natural
Disasters**



**Pandemics and
Health
Emergencies**



Transformation in Supply Chain Dynamics in Retail Sector

Omnichannel and eCommerce Dominance: The growth of eCommerce and the growing popularity of omnichannel retailing is changing the dynamics of the supply chain. Online and offline channels need to be integrated to deliver a unified buying experience. This transformation demanded the implementation of robust inventory management systems.

Demand for Faster Fulfillment and Delivery: Consumers' expectations for fast delivery and fulfillment place enormous pressure on retailers to reduce turnaround times. The increased demand for same-day and next-day delivery choices led to the introduction of technology such as automation, robots, and artificial intelligence (AI) to streamline processes and improve speed.

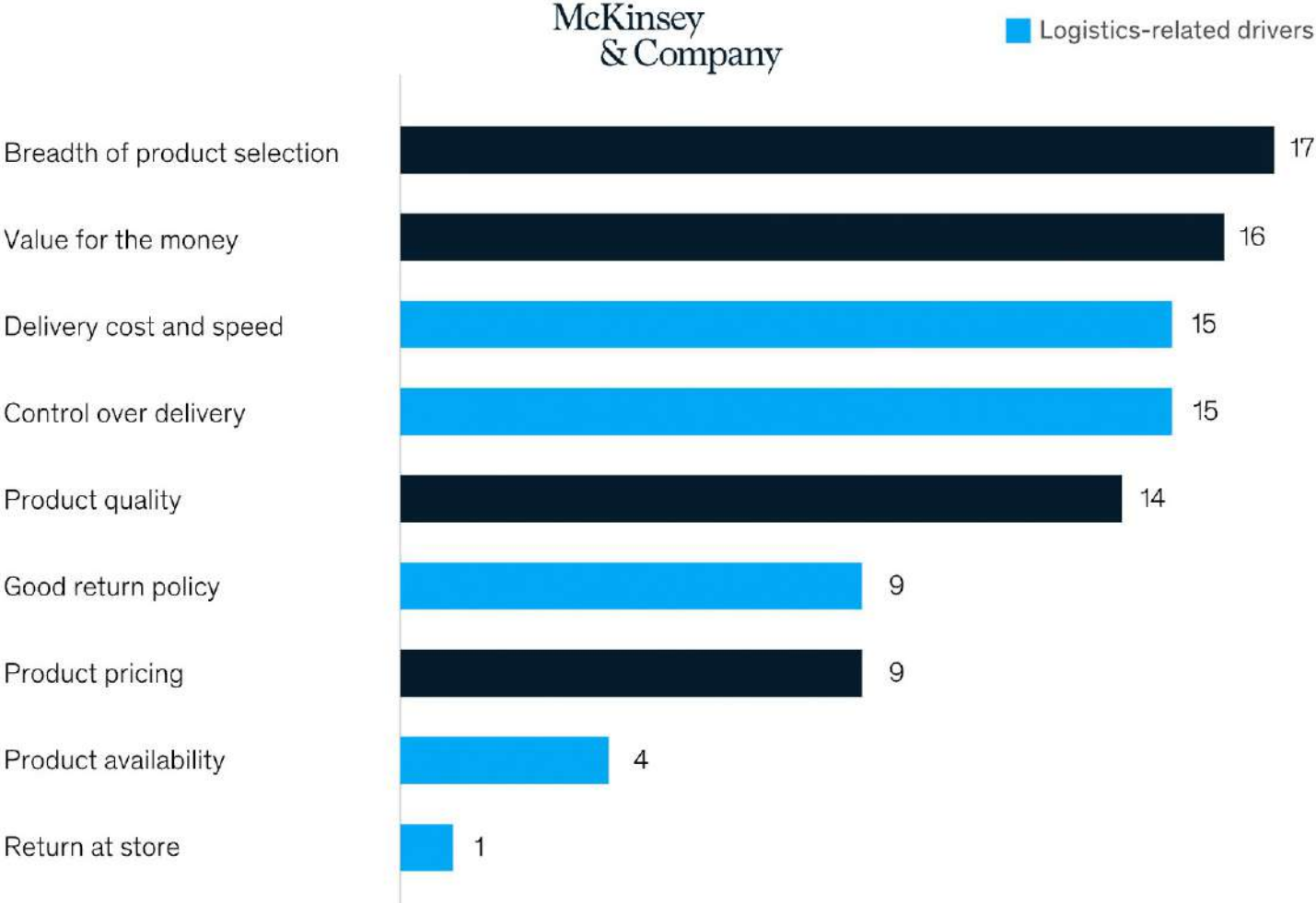
Supply Chain Visibility and Transparency: Consumers were requesting more information about the origin of items, manufacturing procedures, and environmental impact. Retailers responded by working together with suppliers to increase visibility and implement sustainable practices.

Personalization and Customization: Retailers were using data analytics and AI-powered technologies to better understand customer needs and provide relevant product recommendations. This transition demanded adjustments to inventory management systems to accept customized products while maintaining the balance between variety and stock levels.

Resilience and Risk Management: The COVID-19 pandemic emphasized the significance of supply chain resilience. To prevent disruptions, retailers need to rethink their supply chain strategy, diversify their sourcing regions, and establish agile networks. Risk management and contingency planning have become essential components of supply chain operations.

Omnichannel customers care about logistics excellence.

What US customers value in omnichannel retail, % of survey respondents





Transformation in Supply Chain Dynamics in CEP Sector

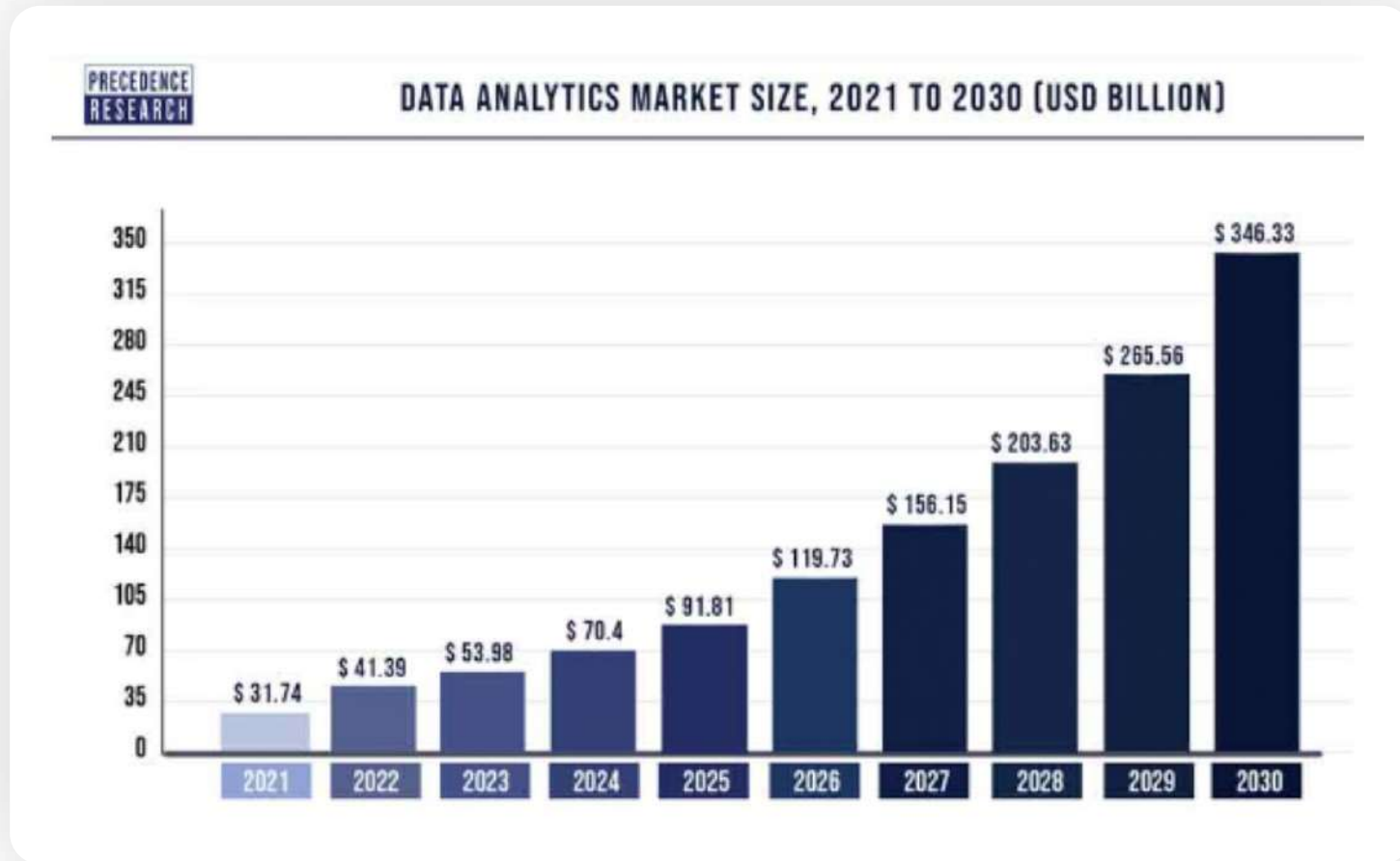
Last-Mile Innovation: The last-mile delivery was a focal point for CEP companies as they sought to enhance speed and efficiency. Delivery drones, autonomous delivery vehicles, and crowd-sourced delivery models were gaining traction to optimize the last leg of the delivery process. These innovations aimed to reduce delivery times and offer greater convenience to customers.

Sustainability and Green Initiatives: With increasing environmental concerns, CEP companies were making efforts to reduce their carbon footprint. This involved adopting eco-friendly delivery options, optimizing routes to minimize fuel consumption, and exploring alternative fuels and energy sources for their vehicles.

Data Analytics and AI Integration: CEP companies were leveraging data analytics and artificial intelligence to optimize their supply chains. Predictive analytics helped in demand forecasting, route optimization, and resource allocation. AI-powered chatbots and customer service tools were also utilized to improve customer experience and resolve issues more efficiently.

Growth of eCommerce Integration: The rapid growth of eCommerce significantly impacted the CEP sector. There was a strong emphasis on seamless integration with online retailers to enable real-time tracking, provide delivery options during the checkout process, and offer flexible delivery time slots to customers.

Warehousing and Fulfillment Center Expansion: The surge in eCommerce sales led to an increased need for warehousing and fulfillment centers. CEP companies were expanding their infrastructure to accommodate larger inventories, implement advanced warehouse management systems, and handle high volumes of orders efficiently.





Transformation in Supply Chain Dynamics in CPG Sector

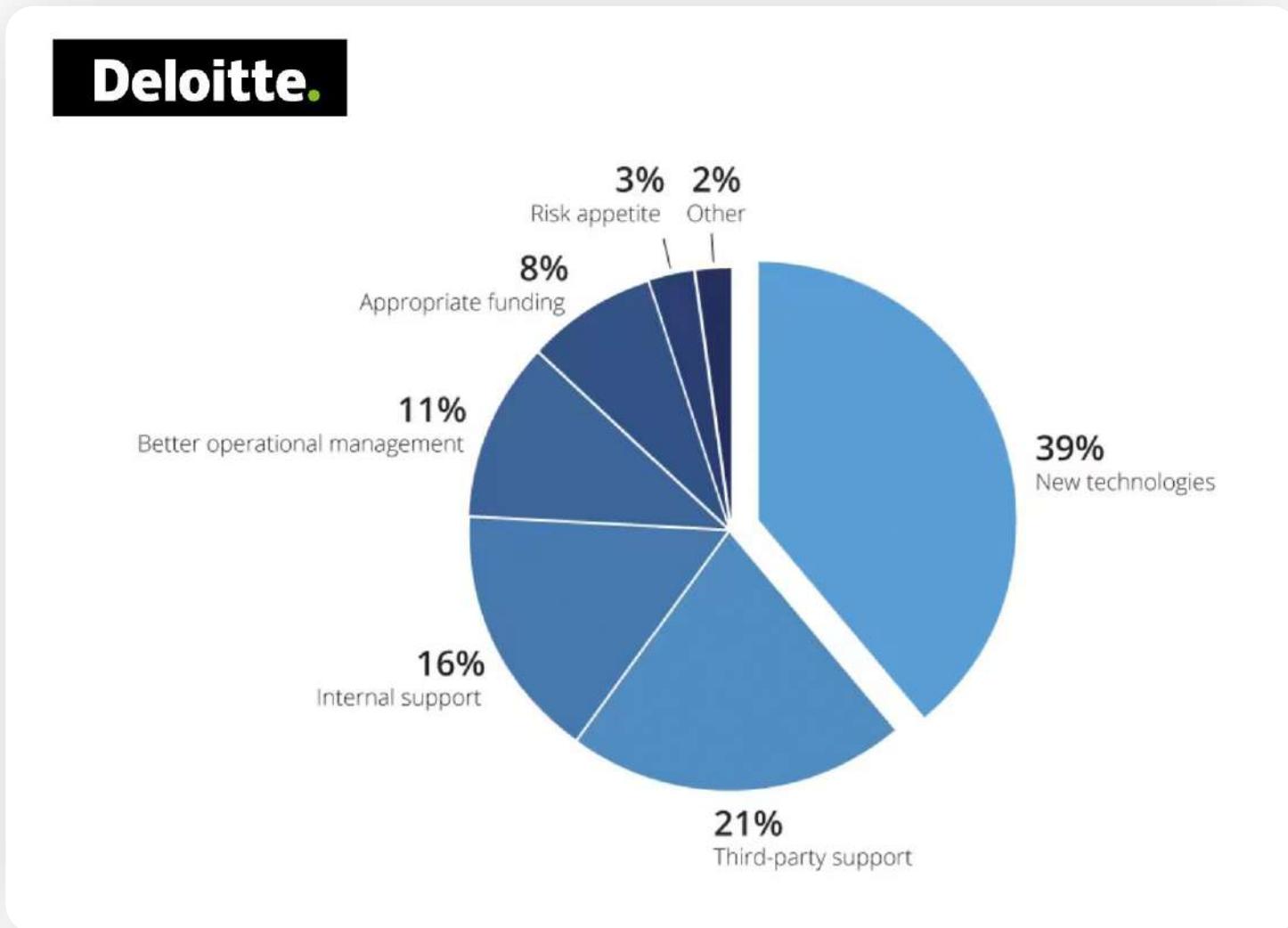
Direct-to-Consumer (D2C) Channels: The rise of eCommerce and changing consumer preferences were driving many CPG companies to establish direct-to-consumer channels. By selling directly to customers, CPG companies could gather valuable data, build stronger relationships, and gain better control over their distribution strategies.

Demand for Personalization and Customization: Consumers were increasingly seeking personalized products and experiences. CPG companies had to adjust their supply chains to accommodate product customization and agile manufacturing processes to meet individual customer demands effectively.

Data-Driven Decision Making: The CPG sector was leveraging data analytics and advanced technologies to gain insights into consumer behavior, supply chain performance, and market trends. Data-driven decision making helped optimize inventory levels, enhance demand forecasting, and improve overall supply chain efficiency.

Sustainability and Responsible Sourcing: Consumers' growing awareness of environmental and social issues led to a greater emphasis on sustainability and responsible sourcing practices in the CPG sector. Supply chain dynamics shifted to incorporate eco-friendly packaging, ethical sourcing of raw materials, and reduced carbon footprint in logistics and transportation.

Supply Chain Resilience and Risk Management: The COVID-19 pandemic exposed vulnerabilities in supply chains, prompting CPG companies to prioritize resilience and risk management. They focused on building more flexible and diversified supply chains to withstand disruptions caused by global events and unforeseen challenges.





Transformation in Supply Chain Dynamics in F&B Sector

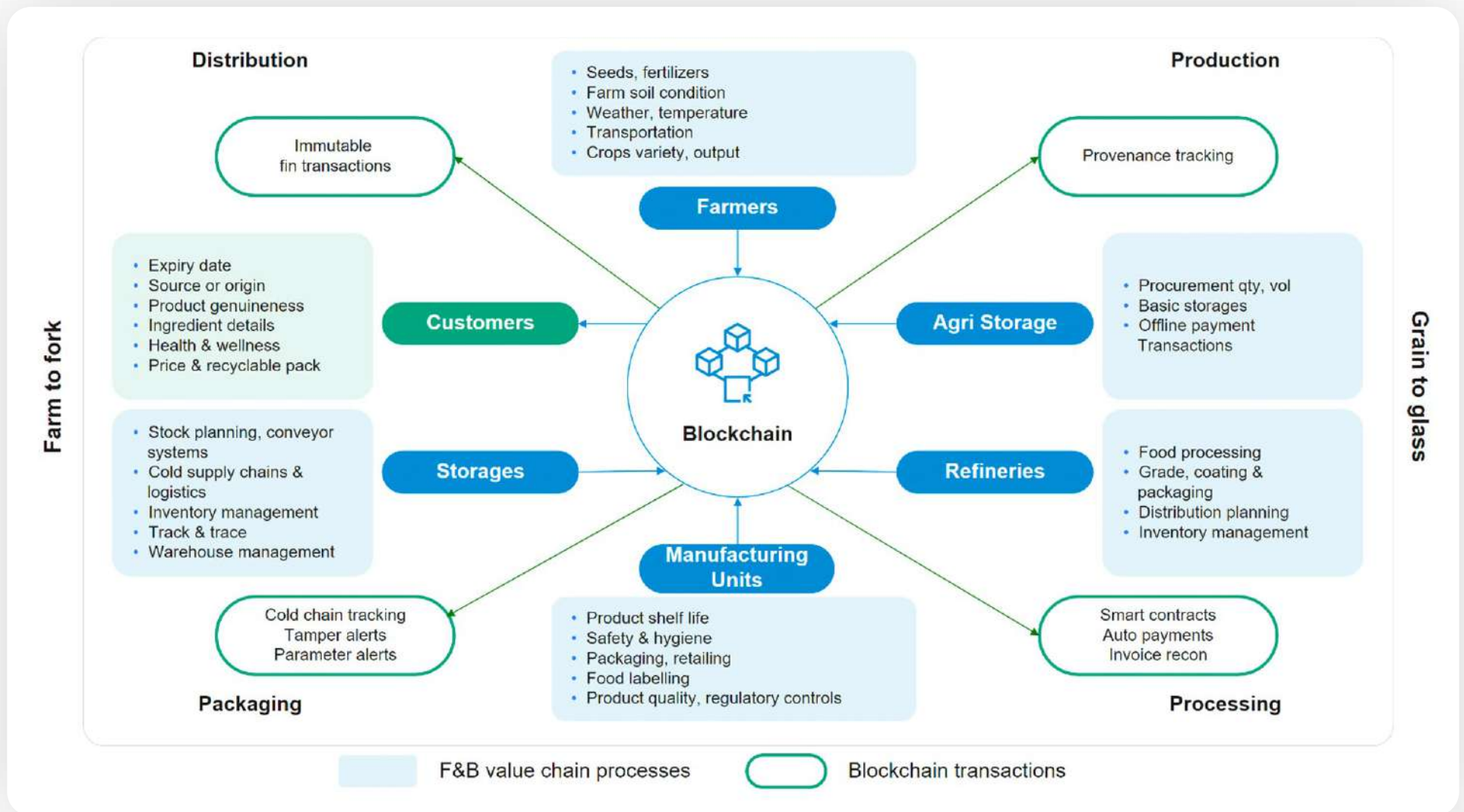
Digital Transformation: The F&B sector was embracing digital technologies to optimize supply chain operations. This included the adoption of cloud-based platforms for inventory management, online ordering systems, and the use of Internet of Things (IoT) devices for real-time tracking of shipments and temperature-sensitive products.

Demand for Transparency and Traceability: Consumers were increasingly concerned about the sourcing and safety of their food and beverages. As a result, there was a growing demand for transparent and traceable supply chains. F&B companies had to implement traceability solutions to provide consumers with information about the origin, production, and transportation of their products.

Shift to Local and Sustainable Sourcing: With a focus on sustainability and reducing the carbon footprint, the F&B sector was witnessing a shift towards local sourcing of ingredients and products. This not only supported local economies but also allowed for fresher and more sustainable sourcing practices.

Quality and Safety Compliance: Stringent regulations and consumer expectations regarding food safety and quality were driving F&B companies to implement robust quality control measures throughout the supply chain. This included measures to prevent contamination, ensure proper storage conditions, and comply with food safety standards.

Innovations in Packaging: Sustainable and eco-friendly packaging solutions gained traction in the F&B sector. Companies explored alternatives to single-use plastics and adopted packaging designs that extended the shelf life of products, reduced waste, and enhanced transportation efficiency.





Transformation in Supply Chain Dynamics in Transportation and Logistics Sector

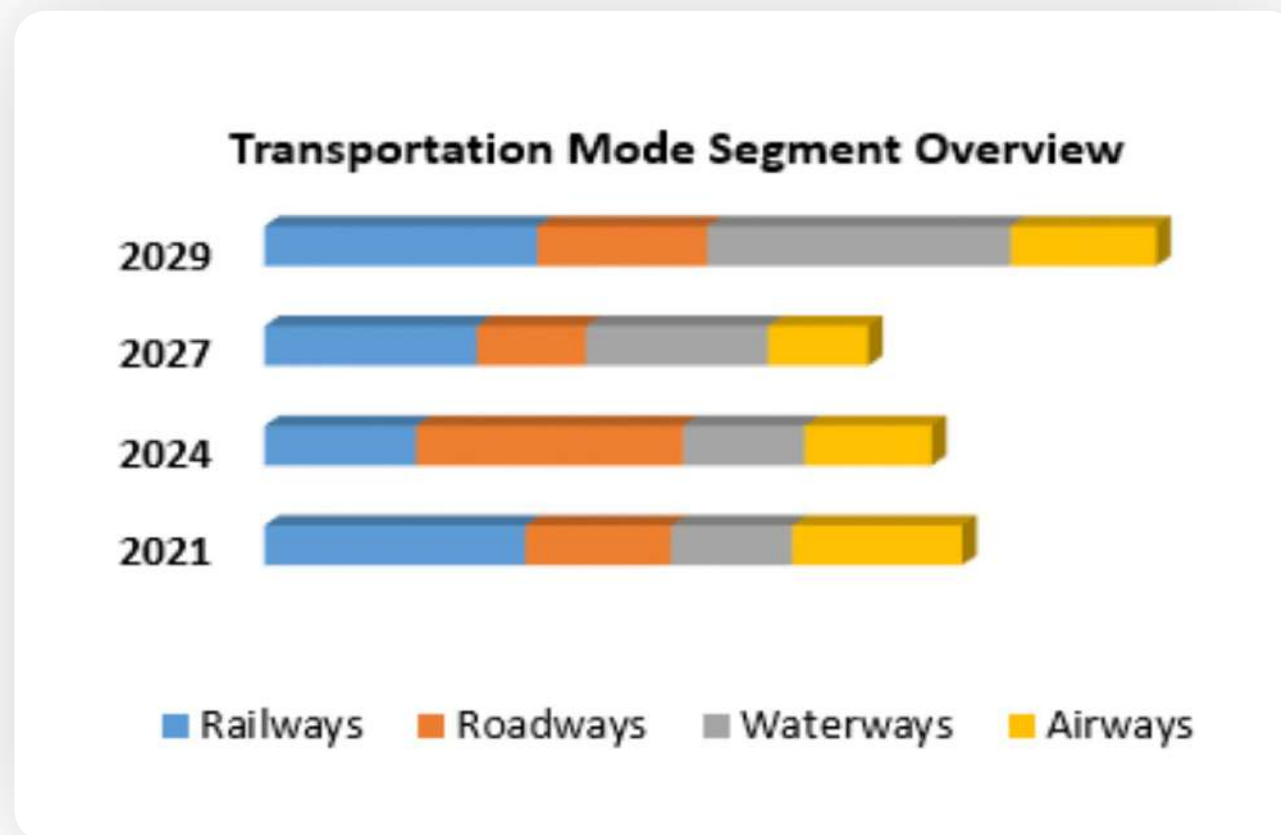
Digitalization and Automation: The transportation and logistics sector was increasingly adopting digital technologies and automation to improve efficiency and reduce manual processes. This included the use of advanced route optimization software, autonomous vehicles, warehouse robotics, and IoT sensors for real-time tracking and monitoring of shipments.

ECommerce and Last-Mile Delivery: The growth of eCommerce and the increasing popularity of online shopping were driving significant changes in the transportation and logistics sector. There was a strong focus on optimizing last-mile delivery operations to ensure fast and reliable delivery to end consumers.

Data-Driven Decision Making: Data analytics played a crucial role in shaping supply chain dynamics in transportation and logistics. Companies utilized data to optimize routes, predict demand, manage inventory, and enhance overall supply chain visibility and performance.

Sustainability and Green Initiatives: With growing concerns about environmental impact, the transportation and logistics sector was making efforts to become more sustainable. This included the adoption of alternative fuels, the implementation of eco-friendly packaging, and the optimization of transportation routes to reduce carbon emissions.

Collaborative and Shared Logistics: Collaborative logistics models, such as freight pooling and shared warehousing, were gaining popularity in the transportation and logistics sector. These approaches allowed companies to optimize resources, reduce costs, and enhance efficiency through shared utilization of assets and facilities.



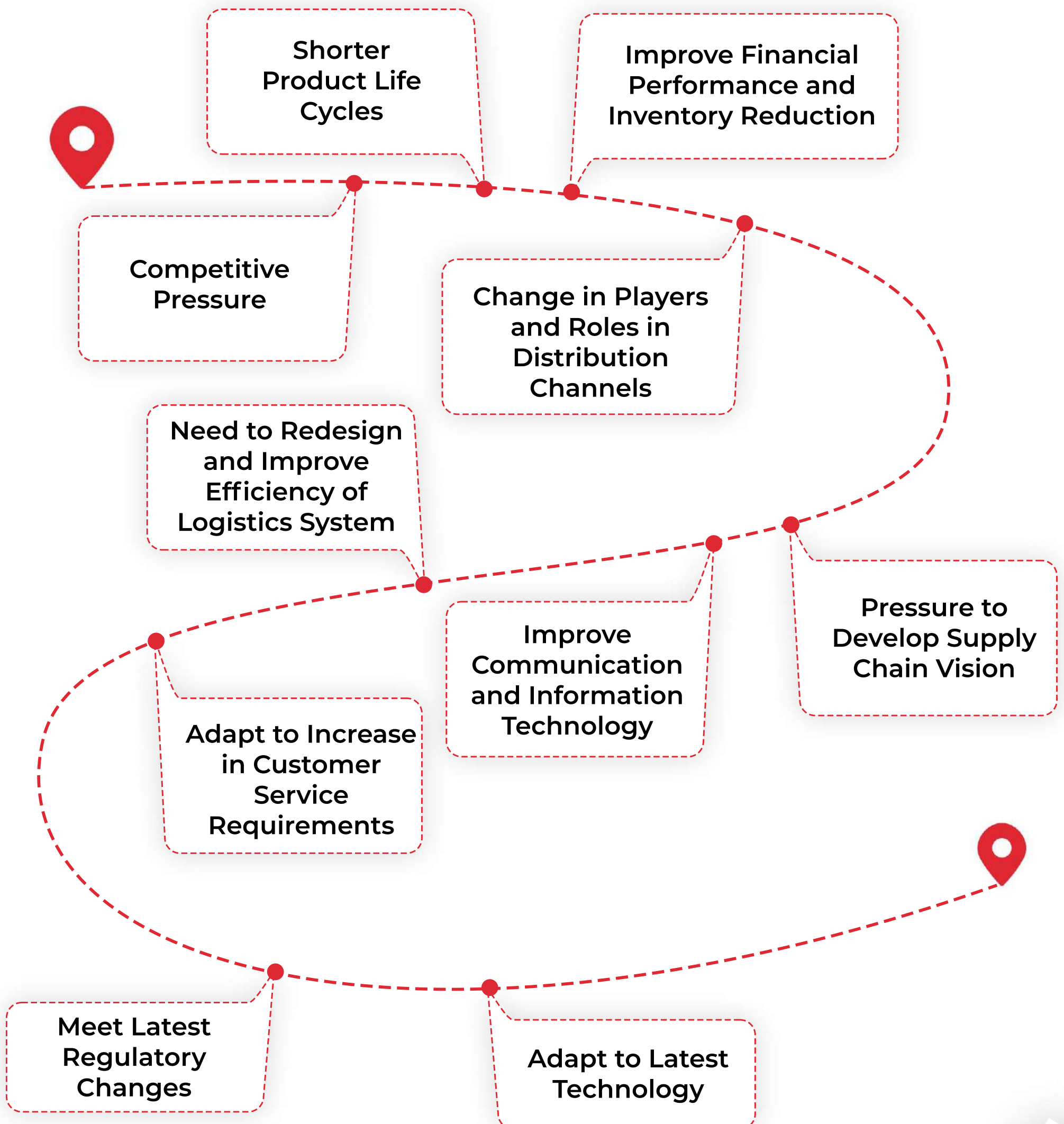
Chapter 5

Numerous Challenges in the Industry and Solutions to Overcome Them Like a Boss



Any enterprise faces the risk of losing out to competition if they respond slower to the need for change. As a result, a measured response is required to support the development of distribution and logistics systems and structures as a whole within the context of firm strategic initiatives.

Some of the broad organizational and business challenges that enterprises face include-



Challenges faced in Retail Industry



**Growing
eCommerce
Competition**



**Supply Chain
Disruptions**



☆☆☆
**Changing
Consumer
Behavior**



**Inventory
Management
Complexity**



**Employee
Retention and
Training**

Solutions For Retail Industry

Embrace Omnichannel Strategy: Retailers should integrate their online and offline channels to provide a seamless shopping experience. Implement buy-online-pickup-in-store (BOPIS) options and offer click-and-collect services to bridge the gap between physical and digital retail.

Diversify Supply Chain: Retailers can mitigate supply chain disruptions by diversifying their suppliers and sourcing from multiple regions. Implement contingency plans and maintain transparent communication with suppliers to address potential issues proactively.

Invest in Data Analytics: Utilize data analytics to understand customer behavior and preferences better. Leverage customer data to offer personalized recommendations and targeted marketing, fostering customer loyalty and satisfaction.

Optimize Inventory Management: Implement inventory management systems with real-time data visibility to monitor stock levels, track sales trends, and automate restocking processes. Employ demand forecasting techniques to ensure the right inventory levels.

Employee Development Programs: Invest in employee training and development programs to improve retention and enhance staff expertise. Recognize and reward outstanding performance to motivate employees and create a positive work environment.

Challenges faced in CEP Industry



**Sustainability
Environmental
Concerns**



**Rising
Customer
Expectations**



**Rising Delivery
Volumes**



**High
Operational
Costs**



**Last-Mile
Delivery
Complexity**

Solutions For CEP Industry

Route Optimization: Invest in advanced route optimization software that can intelligently plan delivery routes, taking into account traffic conditions, delivery preferences, and package destinations. This can improve delivery efficiency and reduce last-mile complexities.

Automation and Robotics: Utilize automation and robotics in warehouses and sorting facilities to handle increasing package volumes efficiently. Automated sorting systems can speed up order processing and reduce labor costs.

Alternative Fuel Vehicles: Transition to alternative fuel vehicles, such as electric or hybrid trucks, to reduce carbon emissions and lower operational costs in the long run. Government incentives and partnerships with energy providers can facilitate this transition.

Invest in Technology: Adopt innovative technologies like delivery drones or autonomous vehicles for last-mile delivery in select areas. Implementing mobile apps and tracking systems for customers to monitor their deliveries in real-time can enhance transparency and communication.

Collaboration and Shared Logistics: Collaborate with other delivery providers or retailers to share resources and optimize delivery routes. This can help reduce redundant trips and improve overall efficiency, benefiting all parties involved.

Challenges faced in CPG Industry



Sustainability
Environmental
Concerns



Supply Chain
Disruptions



Intense
Competition



Retailer
Consolidation



Changing
Consumer
Preferences

Solutions For CPG Industry

Market Research and Consumer Insights: Conduct thorough market research and gather consumer insights to understand changing preferences. Utilize data analytics and social listening tools to monitor consumer sentiment and adapt products accordingly.

Innovation and Product Development: Invest in research and development to create innovative products that meet emerging consumer trends. Continuous product improvement and diversification can help retain customer interest.

Strategic Partnerships: Form strategic partnerships with retailers to secure shelf space and visibility. Collaborate with retailers to create exclusive products or promotions that can set your brand apart from competitors.

Risk Management and Diversification: Implement risk management strategies to mitigate the impact of supply chain disruptions. Diversify sourcing locations and build backup supplier relationships to ensure a stable supply chain communication.

Sustainable Practices: Embrace sustainable and eco-friendly practices throughout the supply chain. Use recyclable or biodegradable packaging and promote environmentally friendly initiatives to appeal to environmentally conscious consumers.

Challenges faced in F&B Industry



Food Waste and Sustainability



High Competition and Price Sensitivity



Supply Chain Complexity



Health and Safety Regulations

Changing Consumer Preferences

Solutions For CPG Industry

Compliance and Quality Control: Invest in robust quality control measures and ensure strict adherence to health and safety regulations. Implement food safety management systems and conduct regular inspections to maintain compliance.

Supply Chain Visibility: Enhance supply chain visibility by leveraging technology like IoT sensors, blockchain, and data analytics. This helps track products from farm to fork, improve inventory management, and identify potential bottlenecks in the supply chain.

Innovation and Product Diversification: Stay updated with consumer trends and innovate to create new products or adapt existing ones to align with changing preferences. Offer a diverse range of options, including healthier alternatives and plant-based products.

Brand Differentiation and Marketing: Create a unique brand identity and differentiation strategy to stand out in a competitive market. Engage in effective marketing campaigns to communicate the brand's values and connect with the target audience.

Sustainable Practices and Waste Reduction: Implement measures to reduce food waste, such as better inventory management, portion control, and donation programs. Adopt sustainable sourcing practices and eco-friendly packaging to appeal to environmentally conscious consumers.

Challenges faced in Transportation and Logistics Industry



Rising Fuel
Costs



Driver
Shortage



Infrastructure
Limitations



Technological
Disruptions



Environmental
Regulations

Solutions For Transportation and Logistics Industry

Fuel Efficiency Initiatives: Adopt fuel-efficient vehicles and invest in technologies like hybrid or electric trucks to reduce fuel consumption and greenhouse gas emissions. Route optimization and load consolidation can also minimize fuel usage.

Workforce Development and Retention: Offer competitive wages, benefits, and training programs to attract and retain skilled drivers. Implement employee recognition and engagement initiatives to improve driver satisfaction.

Infrastructure Investment: Collaborate with governments and other stakeholders to invest in and upgrade transportation infrastructure. Participate in discussions and advocacy to address bottlenecks and improve overall efficiency.

Technology Integration: Embrace digitalization and invest in technology that improves logistics processes. Implement real-time tracking systems, predictive analytics, and warehouse automation to enhance operational efficiency.

Sustainability Initiatives: Develop and adhere to sustainable practices to meet environmental regulations and consumer expectations. Utilize alternative fuels, optimize transportation routes, and implement eco-friendly packaging solutions.

Chapter 6

How can LogiNext Help Uplift Your Logistics Game?

The image displays the LogiNext logistics management software interface across three devices:

- Central Tablet (Overall Summary):**
 - Report: Overall Summary
 - Delayed Trips: 30 (100% Trips - Start)
 - Planned Distance(MI): 203.94 MI
 - Planned Time: 103 Hrs 56 Mins
 - Actual Distance(MI): 11.18 MI
 - Actual Time: 298 Hrs 44 Min
 - Distance Per Trip: 0.39 MI
 - Time Per Order: 0 Hrs 19 Mins
 - Balance Per Order: 0.01 MI
 - Total Order Value: 0.00
 - Orders Completed On Time: 609
 - Missed Orders: 0%
- Bottom-Left Tablet (Map & Orders):**
 - Map showing delivery routes and locations.
 - Order list with details for 40312_Copy, 11318, 11317, 11316, and 11315.
 - Order details for Greenwich Village-TRIP-150, including status, start/end dates, capacity, and amount to be collected.
- Bottom-Right Smartphone (Customer View):**
 - Delivery notification: "Your order will arrive by Wed, 03 Jan".
 - Status: "OUT FOR DELIVERY".
 - Order number: ORD9876543210.
 - Items: 2 Items, \$20. Cash on Delivery.
 - Map showing the delivery location.

We now know about the different challenges faced by the logistics industry and that automation and digitization can offer the best solution. The next challenge for any organization is to find their ideal Logistics Management Solution (LMS).

LogiNext Solutions is one of the top players when it comes to Logistics Management Software. We cater to industries such as Retail and eCommerce, CEP, CPG, F&B, Transportation and Logistics and similar use cases.

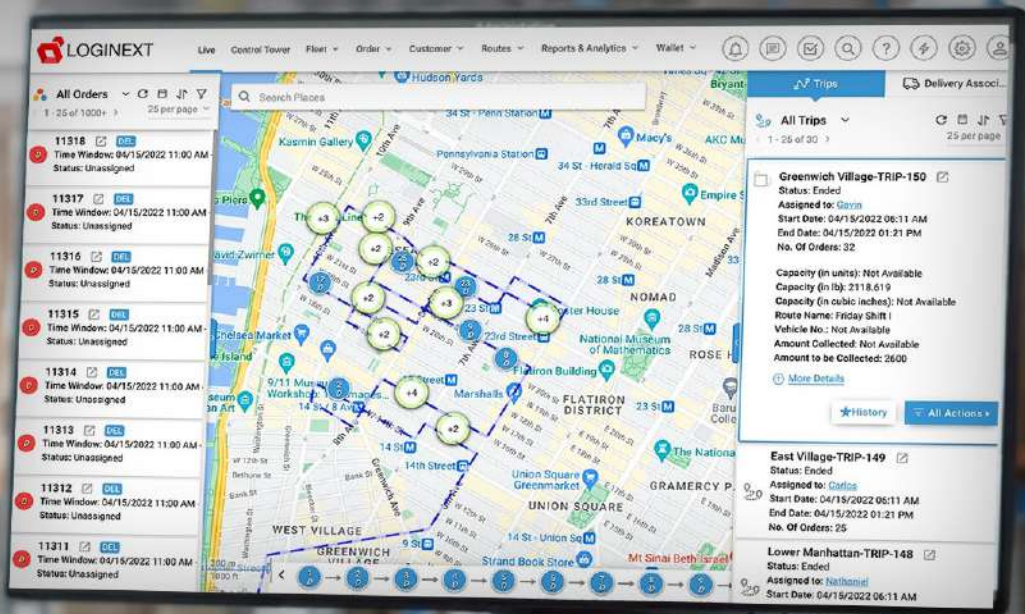
With a focus on Automation, Business Development, Customer Experience and Digitization, we ensure our clients have streamlined operations.

Our top clientele include: UPS, AmRest, McDonald's, Malta Post, Chilexpress, Temple & Webster, Siam Makro, Lotuss, Movin and more.

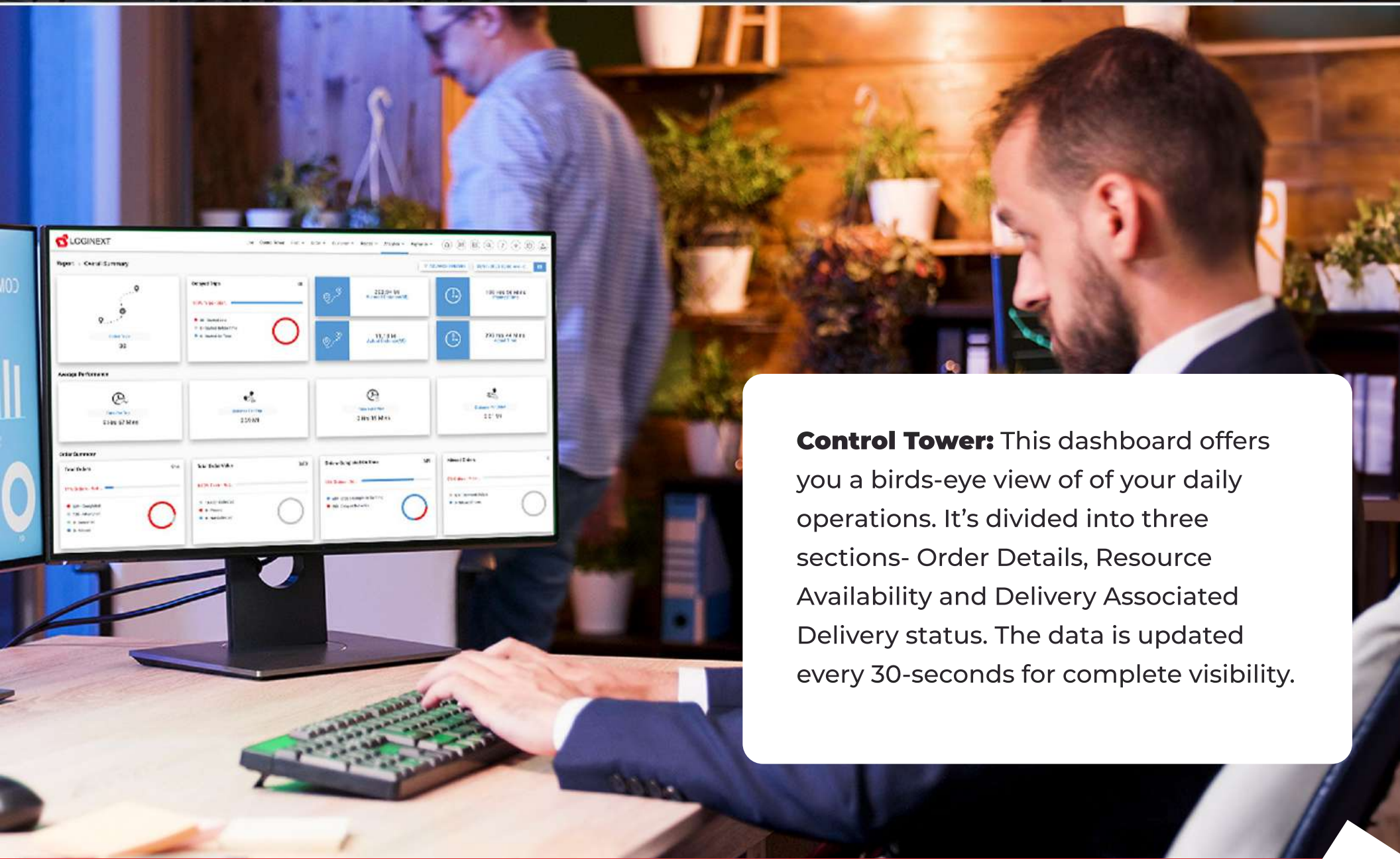


Navigate Successfully Through Your Digital Automation with LogiNext

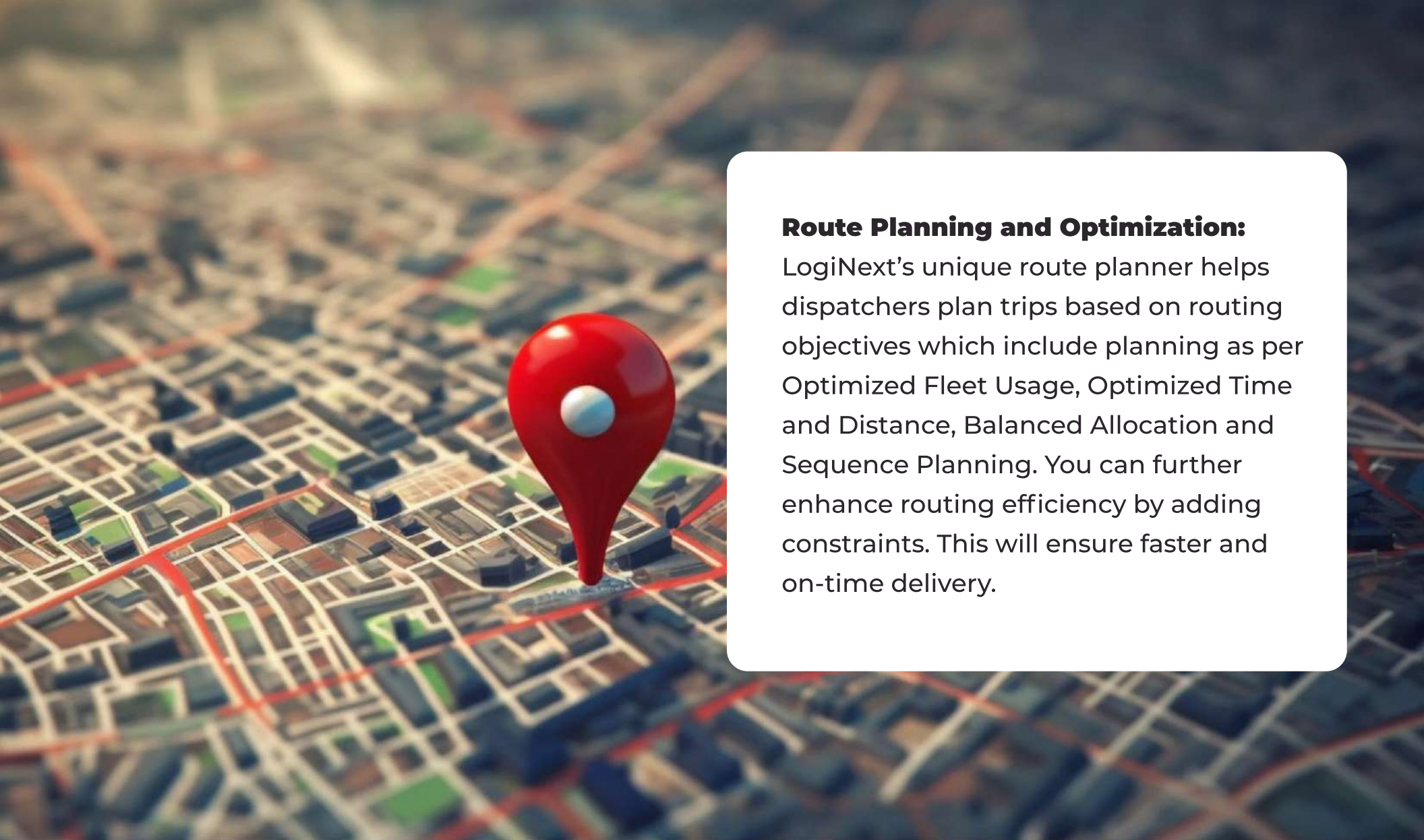
Integrating with LogiNext as your Logistics Management Solutions provider will help you seamlessly navigate through your logistics hurdles. Here are some major benefits we offer-



Live Screen: Get complete visibility of on-ground operations via a single screen. It offers your operations managers complete transparency over day-to-day operations. It also helps identify any bottlenecks and take immediate actions on Orders, Trips & Delivery Associates.

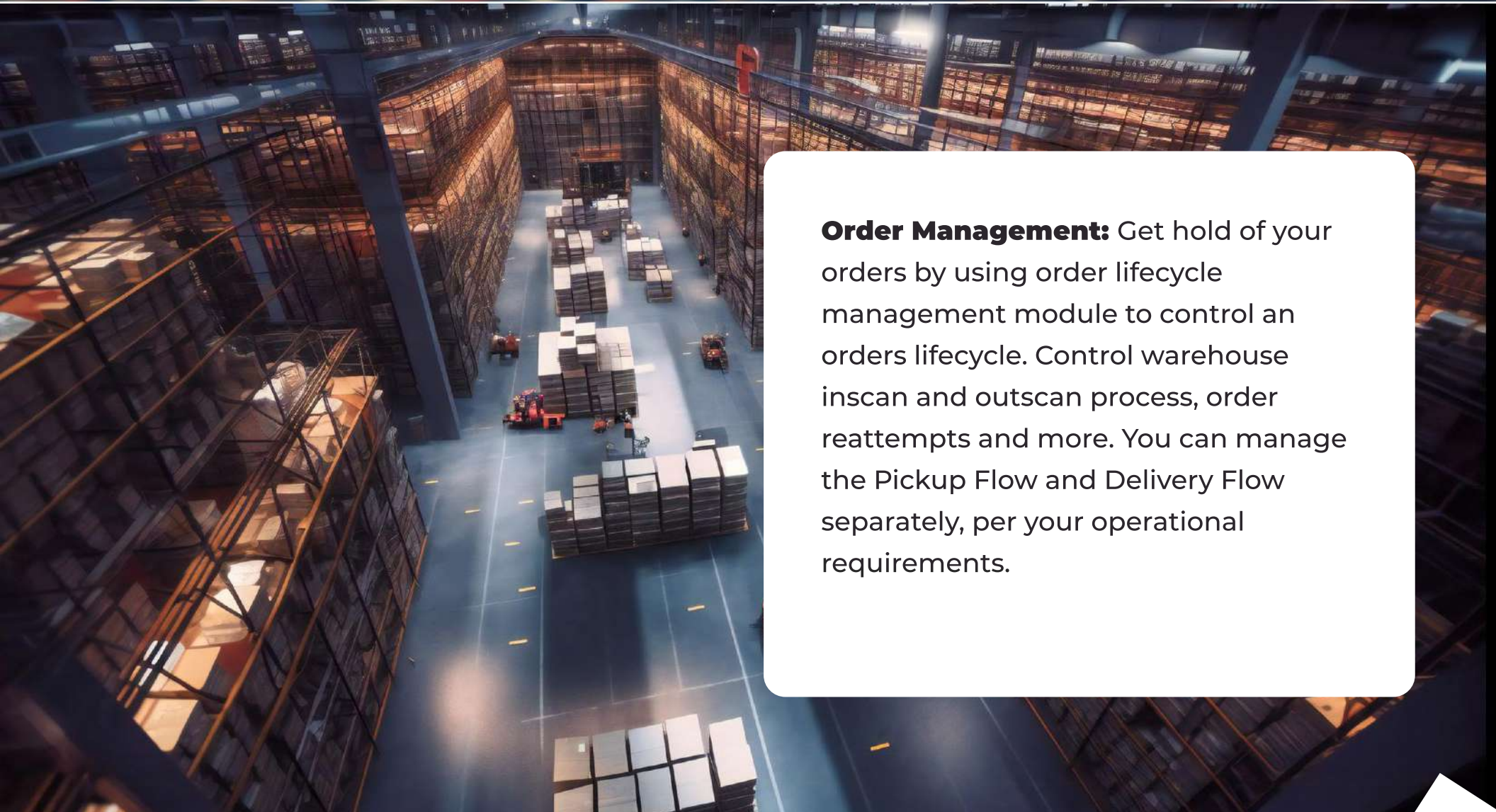


Control Tower: This dashboard offers you a birds-eye view of your daily operations. It's divided into three sections- Order Details, Resource Availability and Delivery Associated Delivery status. The data is updated every 30-seconds for complete visibility.



Route Planning and Optimization:

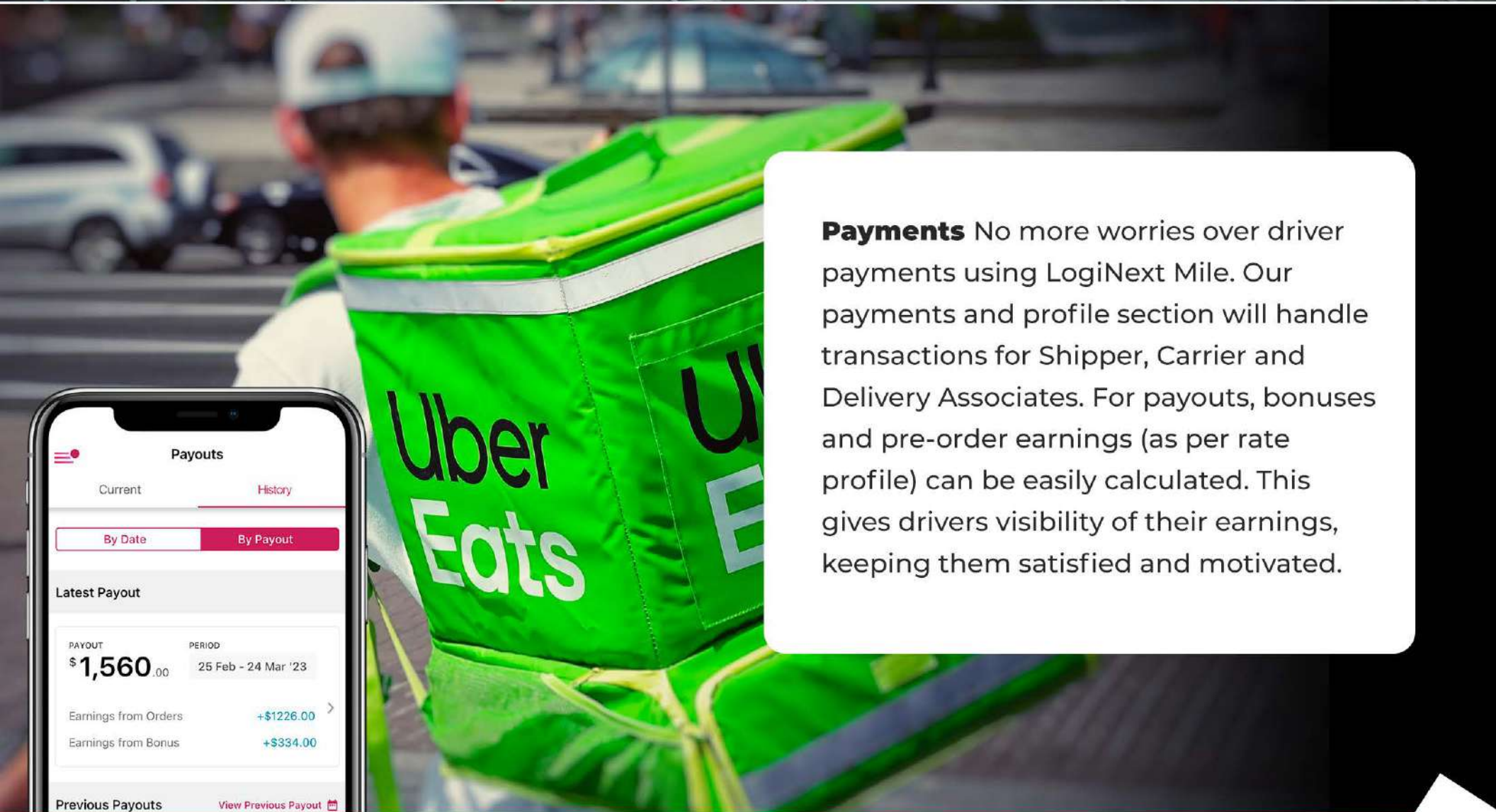
LogiNext's unique route planner helps dispatchers plan trips based on routing objectives which include planning as per Optimized Fleet Usage, Optimized Time and Distance, Balanced Allocation and Sequence Planning. You can further enhance routing efficiency by adding constraints. This will ensure faster and on-time delivery.



Order Management: Get hold of your orders by using order lifecycle management module to control an orders lifecycle. Control warehouse inscan and outscan process, order reattempts and more. You can manage the Pickup Flow and Delivery Flow separately, per your operational requirements.



Fleet Management: By using LogiNext's fleet configuration module, you can manage fleet operations as required. Configure delivery associates skill sets, validate license, vehicle insurance, PUC, minimum capacity utilization, driver app validation and additional proofs.



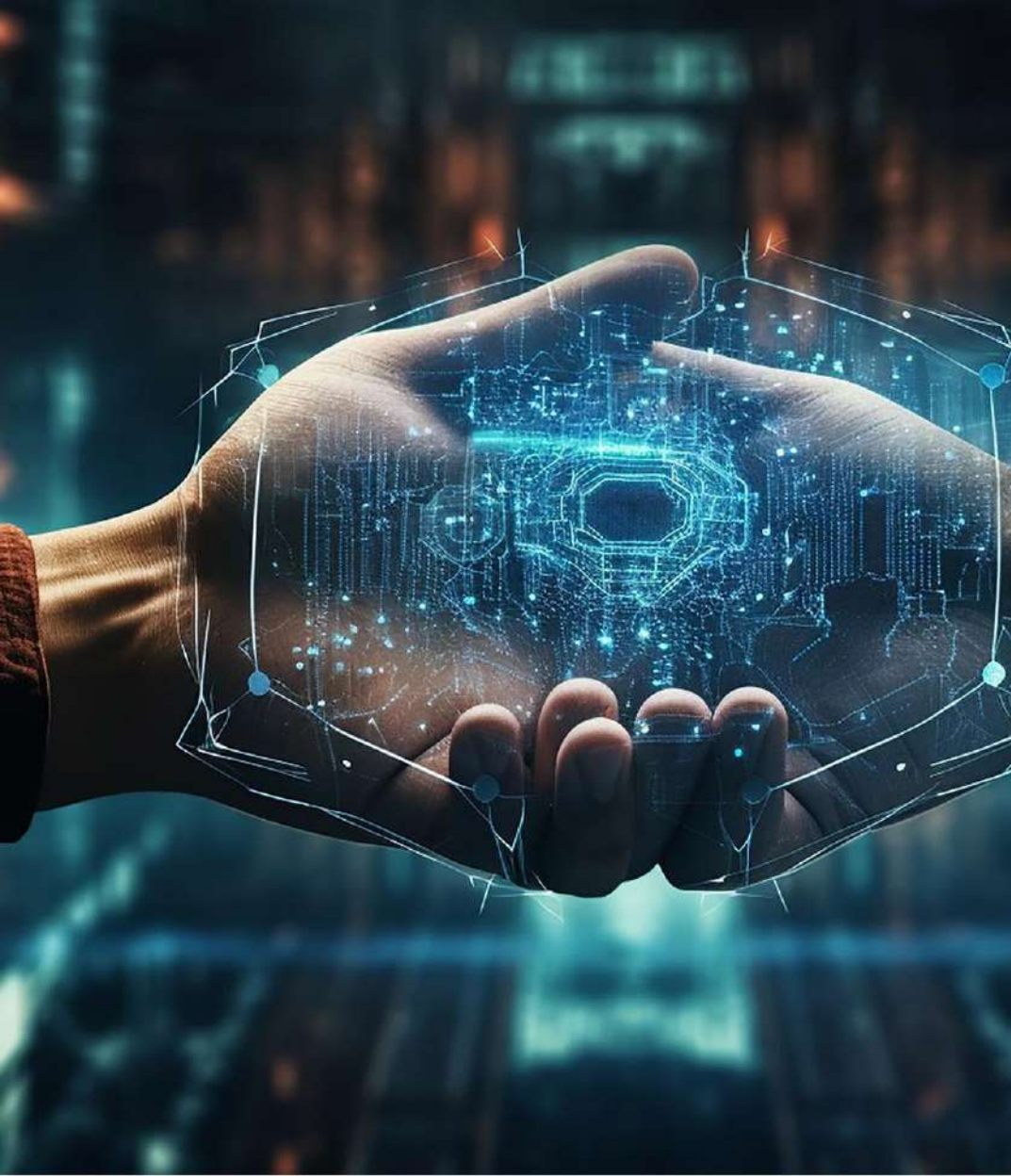
Payments No more worries over driver payments using LogiNext Mile. Our payments and profile section will handle transactions for Shipper, Carrier and Delivery Associates. For payouts, bonuses and pre-order earnings (as per rate profile) can be easily calculated. This gives drivers visibility of their earnings, keeping them satisfied and motivated.



Integration Marketplace: LogiNext Mile platform offers customers the ability to integrate with third-party vendors for seamless operations. These include Email integrations, SMS integration, WhatsApp integration, WMS, ERP, MAP, Payments, Single-Sign On, IVR and Carrier Integration.



Data Analytics: Using the reports and analytics dashboard, you can keep track of how your operations has aligned periodically, Get all order related reports, delivery associate reports, trip summary, payments, customer experience and custom reports!



Security: LogiNext ensures that customer data is always safe and secure. Whether it be for the web application or driver mobile application, we follow the highest security standards. With our cloud partners- Microsoft Azure and Amazon Web Services, dedicated secure channels have been established. We are also secure for Distributed Denial Of Service (DDoS) Attacks, Man in the Middle (MITM) Attacks, IP Spoofing, Port Scanning, Packet Sniffing, among others.



Customer Experience: With LogiNext's customer experience module set-up real-time alerts, notifications, branding profiles, custom emails, consent forms and more. This not only helps improve customer loyalty and brand building but also ensure complete end-to-end visibility of operations for logistics managers.

Chapter 7

Improving ROI with Logistics Management Software



Calculate the ROI for your Logistics Management Software



Consider Intangible Benefits



Quantify Benefits



Estimate Benefits



Determine Time frame



Identify Costs

Results Obtained



Improved Operational Efficiency: Reduction in operational costs, faster order processing, and streamlined workflows.

ROI: Increased productivity and reduced labor costs can lead to a positive ROI within a few months of implementing the system. **Operational cost can reduce by 18-20%. Improvement in order processing by 75%**



Optimized Inventory Management: Reduced carrying costs, minimized stockouts, and improved inventory turnover rates.

ROI: Lower carrying costs and optimized inventory levels can lead to significant cost savings, resulting in a positive ROI in the medium term. **Stockout reduction by 90-95%**



Enhanced Visibility and Tracking: Real-time tracking and visibility of shipments, leading to better customer service and fewer lost or delayed packages.

ROI: Improved customer satisfaction and increased repeat business can result in a positive ROI in a relatively short time. Get 100% visibility on shipments. **Customer Satisfaction improves by 85-90%**



Route Optimization and Fuel Savings: Efficient route planning, leading to reduced fuel consumption and transportation costs.

ROI: Lower fuel expenses and transportation costs can lead to a positive ROI in the medium to long term. **Fuel costs reduced by 25-30%.**



Minimized Errors and Discrepancies: Reduced errors in order processing and shipment accuracy, resulting in lower returns and customer complaints.

ROI: A decrease in returns and customer complaints can lead to cost savings and improved customer loyalty, contributing to a positive ROI in the long run. **On-time delivery rates improve by 90%**



Better Carrier Management: Improved communication and collaboration with carriers, leading to better performance and negotiation power.

ROI: More favorable carrier agreements and improved operational efficiency can result in a positive ROI in the medium term. Finding the best and **suitable carrier improves successful delivery rates over 90%.**



Compliance and Risk Management: Better compliance with regulations and reduced risk of penalties or disruptions.

ROI: Avoiding penalties and mitigating potential risks can lead to cost savings and a positive ROI over time. **Save 20-25% by avoiding tolls and tickets.**



Customer Satisfaction: Helps build a loyal customer base, resulting in reduced marketing and promotional costs.

ROI: Customers will make repeated purchases, resulting in **higher customer lifetime value (CLV).**



Brand Reputation: As the brand gains visibility and credibility, it can attract new customers and expand its market share.

ROI: Helps command a price premium for products or services, resulting in higher profit margins. Also helps attract new talents, **improves employee retention and productivity.**

Chapter 8

Conclusion: From Chaos to Streamlined Operations

Ensuring end-to-end visibility in logistics is not just a strategic advantage but a necessity for modern businesses. As the global supply chains become more complex, the need for real-time insights and comprehensive tracking capabilities has become the priority.

Disruption in logistics can cause havoc, leading to increased costs, delayed deliveries, dissatisfied customers, and potential damage to brand reputation. However, with a Logistics Management Software, businesses can easily identify and address potential disruptions. Thus ensuring smooth operations and superior customer experiences.

In pursuit of end-to-end visibility for your logistics operations? LogiNext has you covered. With our logistics management platform, you can be assured to optimize your logistics operations, reduce costs, and unlock better ROI. We help our customers stay ahead of the competition by leveraging the power of data and technology to drive success.



Integration ↑

Management Level

Operational Level

Maintenance Level

Data Collection

Motivation

	Manual	Basic digital	Advanced digital	Full digital
Management Level	Business as usual	Data driven management	Data driven management & forecasting	Forecasting & scenario planning
Operational Level	KPIs via PowerPoint at regular meetings	Automatic and Live KPIs	Automatic and live KPIs	Automatic and Live KPIs
Maintenance Level	Best practice	Data driven	Decision science & semi autonomous system	Decision science & autonomous system
Data Collection	Documenting what was done	Use data to improve operational performance	Use decision science to propose actions	Use decision science to propose or carry out actions
Motivation	Reactive	Proactive	Predictive maintenance	Predictive & prescriptive maintenance
	Predefined service intervals	Use data to define service intervals	Use data to predict service intervals and incidents	Use data to predict service intervals and incidents
	No Ecosystem integration	Partial ecosystem integration	Partial ecosystem integration	Full ecosystem integration
	Manual, Excel, PowerPoint etc.	Automated process	Automated process	Automated process
	What happened?	Why did it happen?	What is likely to happen?	What action to take to eliminate a future problem?
	Manual	Descriptive & diagnostic	Predictive	Prescriptive

→ Maturity

About LogiNext

LogiNext is a global technology firm that offers a SaaS based Delivery Automation Platform. The software helps brands across Food & Beverage, Courier, Express and Parcel, eCommerce & Retail and Transportation (3PLs, 4PLs, etc.) to digitize, optimize and automate deliveries across the supply chain.

Growing at an average rate of 120% YoY, LogiNext has 200+ enterprise clients in 50+ countries with headquarters in New York and regional offices in Mumbai, Jakarta, Delhi and Dubai.

The logistics technology firm is backed with \$49.5 million across three rounds of private equity investments by Tiger Global Management, Steadview Capital and Alibaba Group of companies.

Founded in: 2015

Headquarters: New Jersey, USA

Founder & Chief Executive Officer: Dhruvil Sanghvi

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